



Holland Bloorview Kids Rehabilitation Hospital's **QUALITY IMPROVEMENT PLAN (QIP)** overview for families

# Making our care better every day

Quality and safety is our #1 priority. Here are some of our key improvements for 2019-2020:

## SAFETY



- We will partner with clients and families to develop proactive ways to reduce safety incidents before they happen.
- We will foster an environment of mutual safety for both staff and families by encouraging incident reporting across all teams.

## EQUITY



- We will translate our client and family experience survey into our top 5 (non-English) languages to better understand how diverse communities experience care.
- We will continue to look for ways to extend our hours of service to meet the needs of clients and families.

## CLIENT AND FAMILY CENTRED



- We will work with our clients and families to improve food service including enhancements to on-site options and providing access to cooking facilities for in-patient families.
- We will increase awareness of the family resource centre, it's team and it's many helpful, easy-to-access reference materials, including those for caregivers.

## SEAMLESS



- We will support a seamless transition for inpatient clients with 72 hour discharge phone call. In addition, we will pilot a program to call youth who have "graduated" (or aged out) from Holland Bloorview to ensure they have made meaningful connections in the adult sector.
- We will launch #HBWelcome, a re-designed orientation process that will ensure all of our clients and families have a meaningful and personalized orientation to the hospital.

## ACCESS



- We will increase capacity with more available appointments so that clients and families can be seen sooner in our autism diagnostic program.
- We will call families in our autism and neuromotor program to get to know them better and to provide helpful resources while they wait for their first appointment.



Clients and families are our **partners in care and decision-making** and collaborated to develop our annual quality priorities.

### Families

Access to services  
Coordination and transitions  
Communication  
Understanding medications

### Youth

Communication  
Transitions  
Goal setting

### Kids

Understanding information  
Communication

**Holland Bloorview**  
Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital creates a world of possibility by supporting children and youth living with disability, medical complexity, illness and injury. Holland Bloorview is the only organization to ever achieve 100 per cent in two successive quality surveys by Accreditation Canada. The full Quality Improvement Plan is available at [www.hollandbloorview.ca](http://www.hollandbloorview.ca).

**Questions?** Connect with Laura Oxenham-Murphy, interim director, quality, safety and performance at [loxenham-murphy@hollandbloorview.ca](mailto:loxenham-murphy@hollandbloorview.ca) or 416-425-6220 ext. 7057.